

**CIO COUNCIL MEETING MINUTES**  
**March 31, 2004**  
**ALBERT COATES GOVERNMENT COMPLEX**

**Attendees:**

**Members:** George Bakolia, Randy Barnes, Bob Bellemey, Mary Sue Brown, John Davis, Bruce Garner, Bill Golden, Smitty Locklear, Nancy Lowe, Ben McLawhorn, Mark Paxton, Janice Underwood Hughes, and Gary Zeller

**Other Agency Guests:** Kathie Austin (Fiscal Research), Andy Billingsley (NC State), Lucy Cornelius (DJJDP), Jeff Elms (OAH), Steve Hulsey (DOT), Julie Batchelor (DOT), Bill Kurdys-DOC (for Bob Brinson), Don Nattress (OSP), Paul Saksa- State Auditor's office (for Lennie Superville), Tony Schiro-CCPS, (for Fletcher Clay), Ron Kennedy-AOC (for Cliff Layman), Doug Phillips (Commerce), and Woody Yates (IRMC)

**ITS:** Mike Fenton, Ann Garrett, Wendy Kuhn, and Denny McGuire

**Vendors:** Larry Free (Gartner), Angie Harris (Maupin Taylor/Nortel) George Hogshead (Data Networks), Jim Schwab (Ciber), and Bill Wade (Alphaneumerics)

**Scribes:** Nancy Lowe and Lucy Cornelius (DJJDP)

**Welcome/Comments:** Gary Zeller, chair, called the meeting to order and welcomed everyone. He mentioned that the IRMC website had been redesigned and that the February and future minutes would be posted on the website. He indicated that Nancy Lowe would be taking the minutes and asked that everyone sign or initial the appropriate attendance sheet.

**Minutes:** The minutes of the last meeting were approved with one correction; John Davis was added as a meeting attendee.

**Security and Project Management Training:** Gary Zeller provided a status regarding security training and project management training. Gary reviewed the options that had been considered for each type of training. The subcommittee, made up of members from the IRMC and the CIOC, decided to pursue the joint effort options with North Carolina State University for both types of training. The training will be offered this fiscal year and will be at no cost to the agencies. Two-day Security training will be offered June 24 through June 25. There will be two tracks of security training: management and technical. In addition, a five-day course of Project Management Institute certification training will be offered from June 7 through June 11. Agency CIOs are to provide Gary with the attendees from their agencies.

**Business Continuity Planning:** Ann Garrett provided information about the Business Continuity Planning session to be held March 31<sup>st</sup> from 2 to 4 pm. The Session will include overviews of Business Continuity Planning and an approach to risk management.

**Gartner Report:** Larry Free of the Gartner Group presented a report entitled Driving Enterprise Effectiveness: The 2004 CIO Agenda. The report summarizes key business trends, technical trends, and management issues compiled from an annual survey conducted by the Gartner Group.

## **IRMC Updates:**

### **IRMC CHAIR**

Woody Yates announced that Chairman Ralph Campbell had resigned from the Commission. IRMC Vice-Chair Janet Smith has assumed the role of Acting Chair until the Commission holds an election to elect a new chair from among the Council of State members appointed by the Governor.

### **IRMC WEBSITE**

Woody also mentioned that the IRMC website had been redesigned and approved at the March IRMC meeting, and he recognized Gary Alexander and his team for work on the website.

### **UPCOMING PROJECT CERTIFICATIONS**

Woody announced that the next IRMC meeting is scheduled for April 6<sup>th</sup>. The agenda will include two project certifications: CCPS – Voice Interoperability Project for Emergency Responders (VIPER) and WRC – Internet Point of Sale Wildlife Licensing and Vessel Registration. Several Legislative items will also be reviewed at the meeting.

### **EMAIL SURVEY**

Woody said that the “IRMC e-Mail Survey – Final Report” had been released to the IPPC on March 29<sup>th</sup> and approved to move forward to the TAPCC. The report will be discussed and voted upon at the upcoming April 5<sup>th</sup> TAPCC. The report will go to the IRMC on April 6<sup>th</sup> as an “information only” item. Bruce Garner mentioned that it appeared that some data inconsistencies existed. Woody explained that the data was presented as reported by the agencies and that clarifications had been obtained to the greatest extent possible; however, limitations of the study were identified and documented in the report. Woody stated that the report is in its final draft and that the request for comment (RFC) period had been provided (which ended on February 25<sup>th</sup>).

### **STATEWIDE IT STRATEGY**

The Bylaws and Policy Advisory Committee (BPAC) will provide an update on the Statewide IT Strategy at the April IRMC meeting. Woody will place the report, which describes various accomplishments, on the IRMC website and will distribute it to the Council via email.

Woody also reminded the Council that the Feedback Request Questionnaire for IRMC – Statewide IT Strategy for 2005-07 Biennium under development by the BPAC is due April 8. State CIO George Bakolia stated that ample time existed to present information on the strategy and several items need to be captured.

Woody reiterated that the BPAC has invited input from the CIOC, ITMAC, the State CIO and ITS. The strategy is due to the General Assembly in January 2005. The BPAC is in the process of soliciting input now so that the 2005-07 strategy can be appropriately drafted, reviewed, discussed, and approved by the IRMC in time to meet the January deadline.

**Action:** The State CIO recommended that a work group be formed to collectively gather information from the questionnaire and feedback from the State CIO. The high-level feedback will then be presented to the CIO Council for discussion.

**State CIO Status Report/Comments:**

George Bakolia provided the CIO Status.

**AGENCY SECURITY ASSESSMENT UPDATE**

The assessments have been completed and the debriefing sessions should conclude around April 8<sup>th</sup>. George Bakolia mentioned that it has been difficult for some agencies with round three assessments to schedule the debriefing meeting. The initiative has tight timelines; therefore, George urged all agencies with pending meetings to schedule their meetings so that the project team can complete its task of consolidating the responses into the final report.

**SECURITY INCIDENT MANAGEMENT REPORTING**

Bylaws state that ITS is responsible for reporting information about security incidences with the State Auditor within 24 hours. George Bakolia urged the Council members to comply with the law by following the process to promptly notify ITS of incidences.

**IT ASSET INVENTORY**

The remaining components of the IT Asset Inventory are to capture software licensing costs and legacy (high-risk) applications. Denny McGuire will head the Asset Management effort and Tom Runkle will head the Legacy Application effort.

**Action:** Gary Zeller asked for volunteers to form a small group to develop a template to capture valuable data pertaining to software licensing.

George Bakolia stated that asset management is a complex initiative. He stated that although input from the IT area is necessary to refine the process, it is a business problem and the business areas need to define the existing process. This initiative requires feedback from multiple agencies, and is an opportunity to engage business folks in an IT effort. ITMAC is the advisory body; however, the Budget and Controller offices also needed to be involved. George Bakolia mentioned that Denny McGuire, who is heading the initiative, had conducted a kick off meeting.

The effort to capture legacy application data will be a two-phase approach similar to Y2K: compile information for existing applications (done), and determine which applications are mission critical.

**Action:** Mary Sue Brown suggested that a workgroup be formed to proceed with the legacy application risk evaluation initiative. George Bakolia said that a workgroup would be formed in about two weeks. A softcopy of the information will be sent to the CIOs.

**ITS ORGANIZATIONAL CHANGES**

George Bakolia commented on organizational changes at ITS. Two significant changes are a reduction in supervisory headcount and the possible acquisition of a Deputy CIO to handle the day-to-day operations of ITS. When the changes are finalized, an organizational chart will be shared with the Council.

**Digital Survey:**

Wendy Kuhn stated that feedback from Agencies for the Digital Survey is due April 12<sup>th</sup>. The results are compiled into best practice compendia. The survey ranks the top ten states.

**Customer Support Center:**

The ITS Customer Support Center has moved to its new location within the ITS facility and is transitioning to the Enterprise Call Center Service offering. Note that the local telephone number has changed.

**Other Business:**

None.

**Future Business:**

Gary Zeller asked for volunteers to assist with the upcoming elections.

**Meeting Adjournment:**

The meeting adjourned at approximately 11:45.

The next meeting is Wednesday, April 28 at 10:00am, Albert Coates Local Government center.